



Gwibs 24/7

Estate Management

Services





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Introduction.

Successful organisations especially retailers, usually have the challenge of managing large estates of IT equipment often widely spread across the UK and abroad.

The IT equipment rapidly becomes an infrastructure on which the organisation is entirely dependent for its ability to trade. Modern IT systems deliver great benefits, and are reliable and fast the issue is that they operate in difficult conditions where customer service demands that they are available for use as close to 100% of the time as possible.

A further feature of the successful retailer is that their property estate is constantly changing due to store openings and closures, and more significantly refits to refresh the store and implement the latest brand imaging. This brings about the requirement for almost constant change to the IT estate, and this needs to be managed carefully to ensure maximum system availability.

Gwibs 24/7 has been working with major retailers for many years in exactly this situation, and we have developed a set of services that we have found meet precisely our customer's requirements.

These services can be taken as individual activities managed by the customer, or we can take a greater level of management responsibility and provide a more "holistic" or Managed Services approach. This latter option can free up valuable customer resource to focus on more important matters, leaving Gwibs 24/7 to deal with the issues of looking after IT equipment during a Change Programme.

Our range of services are summarised below, we believe this provides our customers with all the tools they will need to ensure continuing availability of their systems.





Data, Power & RF

Gwibs 24/7 has the capability to provide the complete IT infrastructure for you. In brief this could comprise:

- Power and Data installation
- Cable tray or Trunking
- Asbestos removal or creation of tunnels
- Data cabinets
- Networks
- Other as required

These services have all been delivered successfully over many projects for major UK businesses.





Hangar Deliver and Install

Store Systems will be built and tested at the commissioning centre. This is a process driven activity, utilising processes which will be based upon our tried and tested procedures and tailored to suit individual customer's requirements.

The Gwibs 24/7 team will work closely with the customer to create documentation and scripts that describe in detail the processes to be followed for building each piece of equipment, to ensure standardisation and quality. Every system will be built using a standard Gold Build.

Once build processes have been defined for all areas of the store system, they will be placed under strict Change Control. This will ensure that the correct scripts are used and that any updates are put into place on the workbenches at the appropriate time.

All new and refurbished equipment will be stored at the commissioning centre. Strict stock control procedures will be applied, which will be discussed and agreed with the customer.

Key activities in this phase will include:

Stock Management

- Order of Equipment from Suppliers
- Monitoring of order cycle
- Receipt of Equipment from Supplier
- Stock Control System, check against delivery schedule
- Management of DOA
- Storage
- Pick to Build schedule
- Stock Reports
- Manage full end to end process

Commissioning and System Build

- Full Configuration Back-Office, POS and Peripherals
- To agreed scripts and site-specific configuration
- Functional Test and Sign-off to agreed Procedures
- Packaging of each site on a Store by Store basis





- Direct Distribution of kit to Site
- Fully trained dedicated resource by project
- QA of all commissioning procedures

New / Relocated Store Installations

Retail is an ever changing environment and this is reflected in the frequent 'Moves and Changes' in stores. These changes are complex, involving the management of numerous 3rd parties and will need to be carefully managed to ensure minimal impact to store.

At Gwibs 24/7 we offer a Managed Rollout Service, which offers a fully integrated "End-to-End" programme, delivering many of the activities that are traditionally the responsibility of the Retailer.

The service integrates seamlessly the full "End-to- End" solution including Software implementation, Systems integration, Networks, Training and, Deployment to deliver a complete solution.

Gwibs 24/7 has a wealth of experience in the delivery of installation projects into the retail environment. This ranges from small single unit projects, through to multiple store implementations.

Our experience suggests that the key to any successful installation project is effective Project Management. Each element of the project will be driven by a process, which will have been tried and tested, and for which the Project Manager will be responsible.

The delivery of a successful project relies upon the following key activities:

- Skilled and experienced Project Management
- Process Design and Definition
- Project Documentation
- Scheduling and management of all activities
- Project discipline and third party co-ordination
- Progress Control
- Change and Exception Management
- Management and control of project costs and budgets
- Quality Management
- Risk Management





To achieve this, the following activities and controls need to be in place:

Project Set-up:

- Scope / Project Requirements
- Agreed PID (Project Initiation Document)
- Project Plan
- Resource Plan
- Build / Installation schedule
- Technical Procedures (Build, Site Survey, Installation, Go-Live)
- Processes for 3rd Parties (Cabling, Shop Fitters, Suppliers)
- Training (Commissioning, Installation Engineers)
- Change Control, DOA Procedure,

Installation and Go Live

- Deliver go-live system to Site
- Unpack and Set-up in Designated Area
- De- installation of existing hardware
- Installation of new equipment in line with installation scripts
- Ensure End of Day process is complete
- Perform agreed Confidence checks, obtain acceptance
- Ensure Comm.'s to centre is complete
- Obtain sign off from store management
- Removal of surplus packaging
- Notification of Site completion and any issues encountered
- Complete site "snagging" visit to rectify problems

Our approach to the overall project is based upon the development of exhaustive processes and procedures covering all areas from procurement, to commissioning, installation, testing disposal and then developing a 'Blueprint' for each installation.

A specific Blueprint will be developed in conjunction with you during the project planning stage.





Decommissioning

The disciplines involved in the decommissioning of equipment are very similar to those required for installation.

Gwibs 24/7 will deploy the same standard of techniques and skills for the decommissioning of equipment, as we do for its installation. These processes are described in detail earlier in this document. There will be some base assumptions that we will include in any planning for this type of work:

- Data will have to be retrieved prior to any work starting.
- The equipment will be re used so should be de installed carefully.
- No cables to be cut.
- Appropriate packaging will be required.
- All equipment will have to be cleaned and then stored for re installation or to be used as maintenance spares.

Ad Hoc Activities

Retailing takes place in a dynamic environment and it is important that Gwibs 24/7 is able to respond to the demands that this places on the IT infrastructure in the stores.

Perhaps more importantly though, we are aware of the demands that your business places on the stores, and culturally we understand that we need to be able to react sometimes at short notice to varying requests for assistance.

Below are examples of Ad-hoc activities that Gwibs 24/7 could offer to assist you in the day to day management of your estate:

Disposal of equipment

All equipment will be disposed of in line with current legislation specifically the WEEE Directive. This service can be very cost effective as recent legislation imposes a significant overhead on disposal of equipment costs.

Counter Modifications

In an ideal world new hardware sits precisely in the same space as the replaced equipment. Often this is not the case, and any deployment of new equipment has to factor in the requirement to make changes to furniture in respect of housings, holes, poles, etc. Gwibs 24/7 can assist with all these issues and can also advise on important matters such as the avoidance of RSI claims from staff due to incorrectly situation equipment or poor overall environment.





Christmas Till Rollout

Gwibs 24/7 would work closely with you to ensure that additional tills are rolled out to stores prior to Xmas with minimal store disruption. This is a key trading time for any retailer, and we will work with you to ensure that you are able to maximise the opportunity.

Portable Appliance Testing

The Electricity at Work Act requires that all electrical devices that are considered to be portable must be tested to ensure they are safe. A device is considered to be portable if it has a plug top attached.

At Gwibs 24/7 we recognise that this is an unwelcome overhead to your business, so we seek to address this by combining this activity with other more productive work. For example, if you have Asset Management or Pro active Maintenance regimes in place, then this could be combined with the PAT Testing service.

Asset Management.

Your IT assets represent a very significant investment in your business, and both from an Audit and Management perspective, you may well want to know what equipment is deployed across your store estate.

Contact

If you wish to know more about any of the Services detailed in the above or other services that are provided by Gwibs 24/7, please contact

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